





Project Monitoring Guide

juillet 19

City Investment To Innovate, Integrate and Sustain (CITIIS)



Maturation Phase – Project Monitoring Tool Guidance Document

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1. CONTEXT

1.1. The Smart City Mission

The Smart City Mission, launched in June 2015, represents an important shift in the Government of India's (GoI) urban sector policy, which aims at promoting smart integrated urban projects to improve the economic attractiveness of cities; as well as strengthening Urban Local Bodies' (ULBs) technical and financial management capacities. The mission covers 100 cities in the Country.

Putting the city users at the core of the integrated urban projects, the mission purpose is "to drive economic growth and improve the quality of life of people by enabling local area development and harnessing technology, especially technology that leads to smart outcomes. Area-based development will transform existing areas (retrofit and redevelop) – including precarious settlements – into better planned ones, thereby improving livability of the whole City. New areas (Greenfield) will be developed around cities in order to accommodate the expanding population in urban areas. Application of Smart Solutions will enable cities to use technology, information and data to improve infrastructure and services. Comprehensive development in this way will improve quality of life, create employment and enhance incomes for all, especially the poor and the disadvantaged, leading to inclusive cities."

1.2. The CITIIS

The Government of India (GoI) has been working with the French Development Agency (AFD) since 2017 to develop a program in order to catalyse the implementation of Smart City Proposals (SCPs) with a focus on fostering excellence in sustainable urban development, innovation and participatory approaches.

The 'Supporting Smart Cities Mission for a more inclusive and sustainable urban development in India' aims at setting up a complementary instrument to the Smart Cities Mission to provide a financing incentive and technical support to demonstrative projects selected through a competitive process. It supports projects of excellence, and develops the capacity of Urban Local Bodies to implement integrated urban projects. The program shall also develop peer-learning activities, develop cooperation between smart cities and enhance the capitalisation of best practices at state and national levels.

The program has three components targeting each federal level of the government i.e. national level, state leval, and local level. The first component of the Program, the "City Investments To Innovate, Integrate and Sustain" (CITIIS), aims at providing financial and technical support to selected projects in 4 fields: sustainable mobility, public open spaces, urban governance and ICT, and social and organisational innovation in low-income settlements. It is designed in three main phases, as follows:

- The "CITIIS Selection Process" to select the "best in class" projects / initiatives according to 4 main criteria described in the guidelines. An award letter will be signed with each awarded SPV to specify the financing plan as well as the terms and conditions of the CITIIS contribution.
- The CITIIS maturation phase, to enhance project preparation and strengthen the capacity of SPV through regular activities under the "CITIIS Expertise" program. This phase should last approximately 12 months for each awarded projects. The maturation phase shall end with the



validation by the PMU of the *Maturation Final Report*, to trigger the **implementation phase** and its related financing. At national level, the completion of the maturation phase shall lead to the capitalisation and dissemination of best practices through the SmartNet portal and events.

The CITIIS Implementation phase, to launch the procurement and implementation of the projects.

1.3. Key Stakeholders & Operational Arrangements

1.3.1. Institutional Stakeholders

The Ministry of Urban Development (MoHUA), Government of India, is the line ministry in charge of rolling out the Supporting Smart Cities Mission for a more inclusive and sustainable urban development in India program.

The French Development Agency (AFD) is the counterpart of the Credit Facility Agreement (CFA) and Grant Financing Agreement (GFA) signed with the GoI to fund the activities under the Program. AFD also signed a delegation agreement with the European Union who is financing the technical assistance program worth EUR 6 million grant.

1.3.2. Operational Stakeholders

The National Institute of Urban Affairs (NIUA) is hosting the Program Management Unit (PMU) to operate CITIIS, supervise the Program's activities at the state level and coordinate capitalisation activities at the national level.

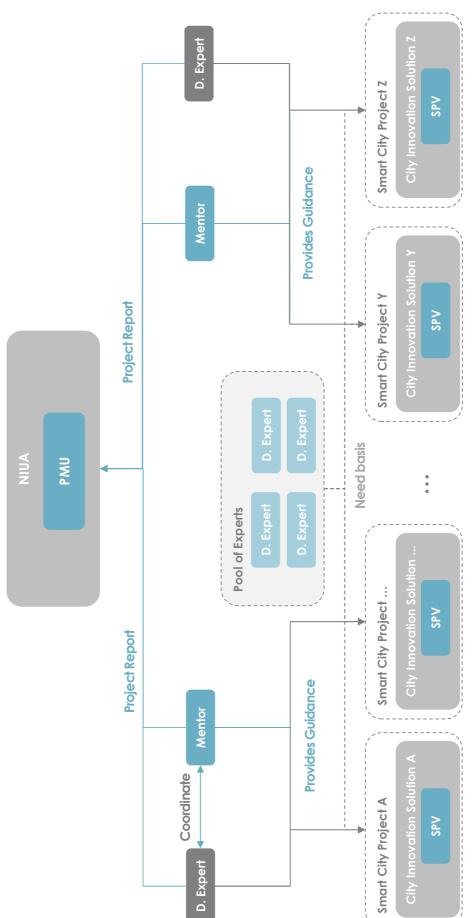
The Special Purpose Vehicles (SPVs) are the city level agencies which will implement the awarded projects in the selected cities. They are limited companies incorporated under the Companies Act 2013 at the city level, in which State Governments/UT and the ULB own equal and major shares.

The Mentors, selected by the PMU, will provide guidance and coaching to the SPVs through the implementation and maturation phase of the CITIIS project. In particular, they will assist the SPVs in the definition of a result-based management system, provide innovative and participative tools and approaches, and perform capitalization.

A pool of specialised experts – the 'specialised technical experts' – is appointed by the PMU, to provide expertise on several topics and to assist SPVs in the design and implementation of their project, in collaboration with the mentors. These experts comprise two types of specialised experts:

- the domestic pool of experts (called 'Domestic Experts'), who will work closely with the mentors, focusing primarily on question multi-stakeholders participation, partnership, innovation and capacity building;
- The pool of transversal experts organised into two lots:
 - Lot 1: focusing on transversal urban management project competences (Procurement, E&S, Gender, Climate, etc.);
 - o Lot 2: specific and tailored expertise to the SPVs requirements linked to innovation.

The below chart provides an overview of the operational arrangements:



Operational arrangements of the Maturation phase



2. THE MATURATION PHASE

2.1. Objectives of the Maturation Phase

The maturation phase is planned to strengthen and refine the selected projects through CITIIS expertise. The phase shall last approximately 9 months for each awarded project. However, the duration may vary depending upon the readiness of the Special Purpose Vehicle (SPV) in terms of CITIIS project requirements adherence.

The objectives of the Maturation phase can be organised over 5 pillars:

- 1. Project Structuring:
- 2. Capacity Enhancement:
- 3. Stakeholder Engagement;
- 4. Mainstreaming of CITIIS Values;
- 5. Evaluation & Monitoring (E&M).

2.2. The Maturation Framework

The maturation phase shall begin with a Maturation Roadmap and end with a Maturation Report. It shall be endorsed by the Mentor and CITIIS National PMU established at NIUA for validation by the Apex Committee, to trigger the implementation phase and its related financial disbursements.

No civil work and /or tendering, except for conducting required studies, project experimentation and design testing shall be initiated by the project owners during the maturation phase.

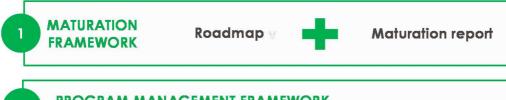
2.3. The Program Management Framework

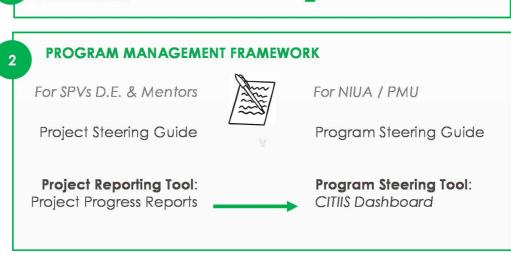
In order to monitor and guide the Maturation phase, **management tools have been defined to steer the maturation phases of each of the selected projects**. This takes the form of a **Management framework** for Program delivery, comprising:

- At Project level :
 - o A Project Reporting Tool, and
 - A Project Monitoring Guide (the present document), to provide guidance to the SPV, the Domestic Experts and Mentors with regards to Project Monitoring;
- At Program Level;
 - o A Program Monitoring Tool, and
 - A Program Monitoring Guide, to provide guidance to the PMU with regards to CITIIS Program Monitoring;

The Tools are currently designed on Excel.





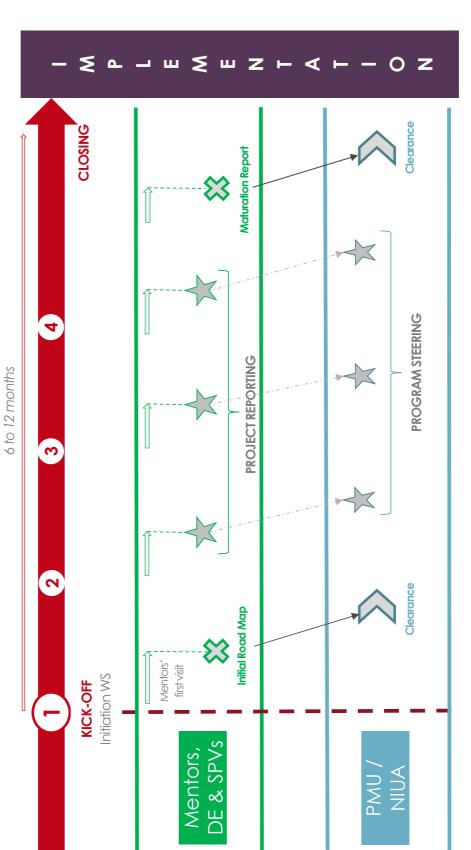


Key outputs of the Maturation Framework and Program Management Framework



The Maturation Timeline 2.4.

Maturation Phase



Maturation Phase Timeline





Structuring of Maturation Phase and its Monitoring 2.5.

As presented previously, the objectives of the Maturation phase can be broken down in 5 components, the last of which (E&M) is transversal and takes the form of the Management Framework.

As a consequence, the Monitoring principles lies over the 4 following pillars:



- ✓ Conducting requisite studies for effective and efficient implementation
- ✓ Identifying & finalising project components
- ✓ PLF (Strategy, assumptions, risks)

E&S AND CITIIS VALUES

- ✓ E&S Safeguards
- ✓ Ensure regular monitoring/evaluation and risk management
- ✓ Innovation and data-driven approaches

STAKEHOLDER ENGAGEMENT 2

- ✓ Identification of SH
- ✓ Cooperation between various stakeholders
- ✓ Developing a Stakeholder Engagement

CAPACITY ENHANCEMENT

✓ Capacity building for SPVs through the support of mentors and domestic experts

To ease the understanding of the Projects and their status, each pillars have been organised over 5 sequential steps linked to specific deliverables.





The below table presents the ownerships allocation for the tasks to be covered in each of the five steps:

Tasks	Primary Ownership
Step 1	
PLF - V1 - finalisation	SPV
Road Map	Mentors
Organisation readiness	Domestic Experts
SPV Staffing Plan	Domestic Experts
Stakeholder Mapping	Domestic Experts
Best Practicies appropriation	Mentors & Domestic Experts

Step 2

Baseline Study Report	SPV
SH Engagement Plan	SPV & Domestic Experts
Recruitment (E&S + Engagement officers)	SPV
E&S Screening	SPV
WS on innovation / Climate Change from NIUA	PMU

Step 3

Feasibility Study	SPV
WS Scenario Design	Mentors & Domestic Experts
Training WS (E&S, M&E, communication) from NIUA	PMU
ESIA	SPV
Quick Win Identification	Mentors & Domestic Experts

Step 4

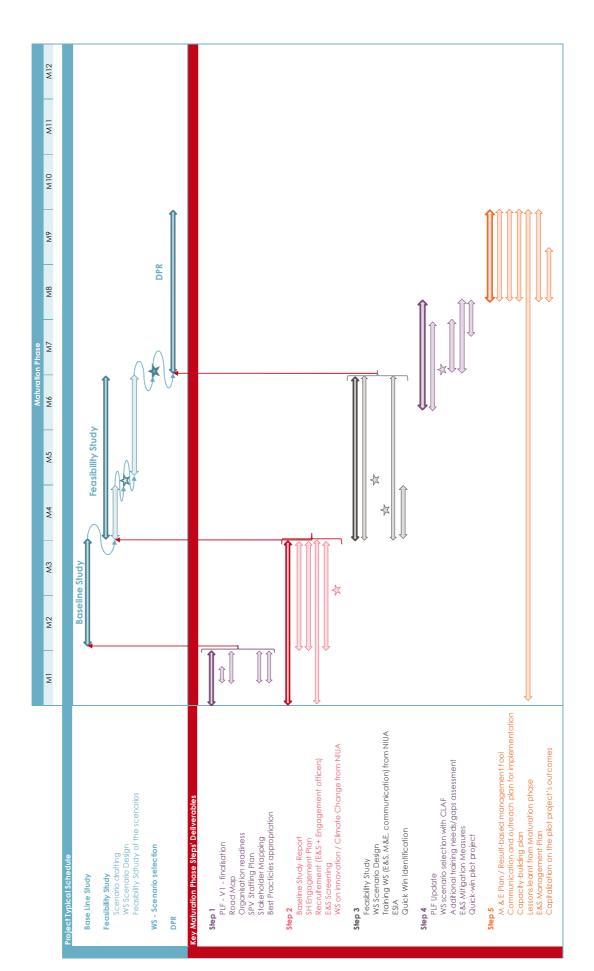
PLF Finalization	SPV
DPR	SPV
WS scenario selection with CLAF	SPV
Additional training needs/gaps assessment	Domestic Experts
E&S Mitigation Measures	SPV
Quick-win pilot project	SPV

Step 5

M & E Plan / Result-based management tool	Domestic Experts
Communication and outreach plan for implementation	SPV
Capacity-building plan	Domestic Experts
Lessons learnt from Maturation phase	Mentors
E&S Management Plan	SPV
Maturation Report	Mentors & Domestic Experts



The Below table presents a typical Project Maturation phase Schedule and the positioning of the 5 steps and their deliverables in the Maturation calendar.







3. THE MATURATION FRAMEWORK

The Maturation Framework comprises the Maturation Road Map and the final Maturation Report.

3.1. The Maturation Road Map

3.1.1. Objectives

The objectives of the Maturation road map is twofold:

- Providing an objective picture of the current state of the Project;
- Defining the work-plan / road map to complete the Maturation phase from the current state.

As a consequence, the Maturation Road Map is structured over the 4 pillars, as previously developed:

- Project Structuring;
- Capacity Enhancement;
- Stakeholder Engagement;
- Mainstreaming of CITIIS values.

The Maturation Phase Road Map shall thus provide:

- An overview of the Project and its current status on the CITIIS Road Map Matrix (cf. § 2.5);
- Detailed information of the current status of the project;
- Proposed way forward to reach the maturation, presenting the planned activities;
- Details on key areas of concerns.

3.1.2. Template

A proposed template is attached in Appendix 1 for the Maturation Road Map.

3.2. The Maturation Report

3.2.1. Objective

The Maturation Report is the final deliverable of the maturation phase and shall present the activities led during the maturation phase and present in appendix all the required deliverables as per the 'Maturation compliance' criteria.

Moreover, the Maturation Report shall:

- Highlight the main identified issues for the implementation phase;
- Provide qualitative assessment of the maturation phase and what it has brought to the project;
- Propose lessons-learnt and best-practices.

3.2.2. Template

A proposed template is attached in Appendix 2 for the Maturation Report.



4. THE PROJECT MONITORING TOOL

4.1. Aims and Ownership

The Project Monitoring tool aims at monitoring the progress of the Maturation phase, and in particular shall focus on the progress against the initial plan defined in the road map up to the reaching of the maturation phase End.

It shall be updated approximatively every quarter, during the Mentors missions.

The primary ownership of the tool is at Mentors hand. However, the tool shall be firstly updated by the SPV (Project In Charge) with the assistance of the Domestic Expert. The project monitoring tool update shall then be done in coordination between the three stakeholders (Project In Charge, Domestic Expert, Mentor).

4.2. Format and Structure

The tool is designed on Excel, and is structured around 5 sheets:

- Project Dashboard;
- General Information;
- Work Plan;
- Risk & Opportunities Management;
- Open Comments.

A specific color code points out the cells to update:

- Cells highlighted in orange shall be filled only once (such as the project name, project reference, initial workplan, etc...);
- Cells highlighted in yellow shall be filled at every update of the tool.

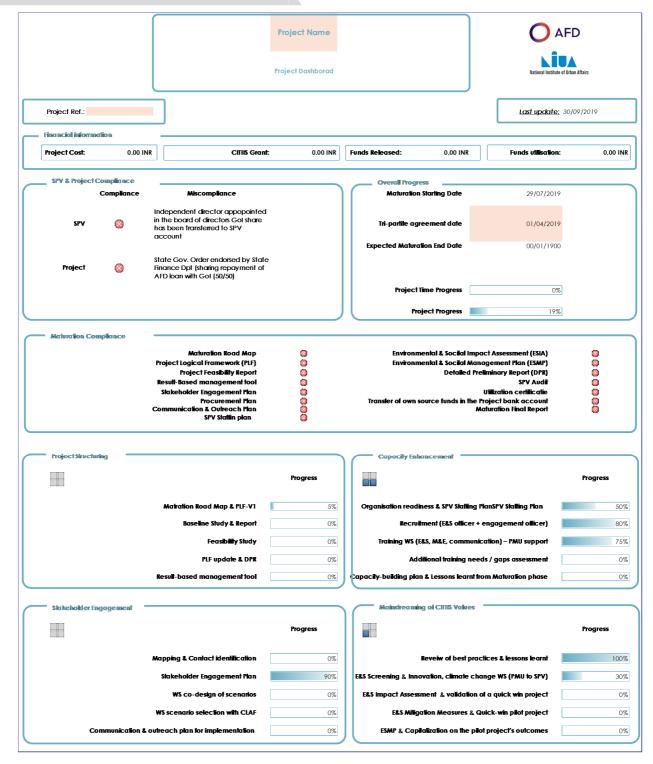
The format of the excel tool shall not be modified. In particular, the Project Dashboard sheet is used to update the Program Monitoring Tool (at PMU level), and it is forbidden to modify the format.

4.3. Project Dashboard

4.3.1.1. Objectives

The project Dashboard is **automatically updated based on the information provided in the others sheets**. It aims at providing a quick overview of the maturation progress, and in particular on the financial state, SPV & Project Compliance, maturation phase progress, maturation compliance, and progress on the four pillars.





Overview of the sheets

4.3.2. Filling the sheet

Only 3 cells shall be filled at the beginning of the maturation phase:

- Project name;
- Project Reference;
- Tri-partite agreement date.





4.3.3. Information provided by the sheet

4.3.3.1. SPV & Project Compliance

The SPV and the Project shall match specific requirements to be compliant to CITIIS. The detailed requirements are monitored in the General Information Sheet.

The Status of the compliance can be only:

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Not compliant:



In case of incompliances, the incompliant requirements will be listed automatically.

4.3.3.2. Maturation Compliance

The Maturation compliance show the expected outputs from the maturation phase that shall be done prior considering the project as mature. The deliverables may have three status:

Compliant:



In Progress:



Not started:



4.3.3.3. Overall Progress

Two progress are presented:

• Time Progress: It refers to the time spent since the maturation start, compare to the expected end time. As an example, if the maturation is expected to last 9 months and that 3 months passed since the maturation started, the time progress will be 3 months / 9 months: 33%



Maturation Progress: refers to the completed tasks (detailed in the Work Plan sheet).



4.3.3.4. Pillars' Status

The Status of the 4 pillars (Project Structuring / Capacity Enhancement / Stakeholder Engagement / Mainstreaming of CITIIS Values) is presented as following:

Step 1 not yet reached:



• Step 1 reached:



• Step 2 reached:



• Step 3 reached:



• Step 4 reached:



• Step 5 reached:



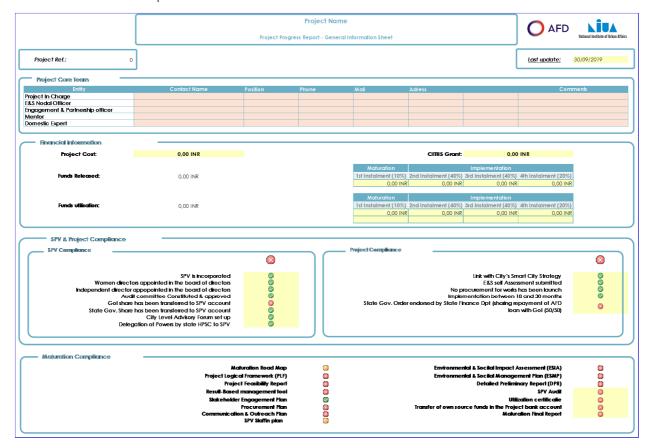


4.4. General Information Sheet

4.4.1.1. Objectives

The General Information Sheet aims at providing general information regarding the Project, including:

- Project Core Team contact details;
- Financial information, with details as per the 4 instalment stages;
- Details of the SPV and Project Compliance status;
- Maturation compliance.



4.4.2. Filling the sheet

Contact details shall be filled **once**, **at the beginning of the Maturation phase**. It may be updated in case changes appear during the phase.

Financial information have to be updated in the sheet **on a regular basis**.

SPV compliance shall be **manually updated**: for each requirement, insert 0 for incompliance and 1 for compliance.

Most of the maturation compliance status comes directly from the work plan sheet. However, 4 requirements shall be **manually updated** in this specific sheet: SPV audit / Utilisation certificate / transfer of own source funds in the Project Bank Account / Maturation Final Report. Status of these Maturation compliance criteria shall be filled in %.



4.5. Work Plan Sheet

4.5.1.1. Objectives

The Work Plan sheet aims at defining the work Plan and monitor the effective progress.

The Program comprise the details of the 5 steps define for the Maturation.



4.5.1.2. Filling the Sheet

For each identified task, the Start Date and End Date **shall be filled once** at the beginning of the maturation phase (in the initial road map).

Thus, the progress **shall be monitored on a quarterly basis**. The progress shall be estimated in percentages, and comments can be added to inform about the progress of each task.

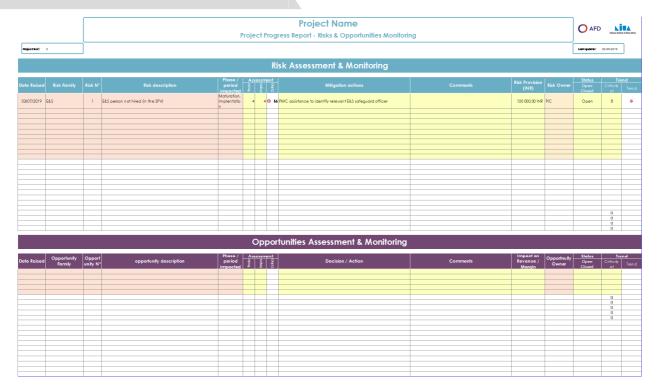
4.6. Risk & Opportunities Management Sheet

4.6.1.1. Objectives

The risks & Opportunities Management sheet aims at monitoring the risks and the opportunities throughout the maturation and implementation phase. It is the summary of the four steps of the risks & opportunities management:

- Identification;
- Assessment;
- Mitigation:
- Monitoring & Control.





4.6.1.2. Filling the Sheet

The detailed information shall be filled and monitored at every update of the tool.

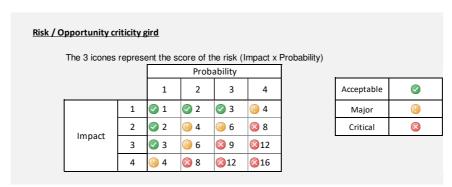
RISK & OPPORTUNITIES IDENTIFICATION

Every time a risk is identified, it shall be written down in the Risk & Opportunities Management sheet, providing the following information:

- Date of identification;
- Risk Family (E&S / Technical / Institutional / Financial / etc.);
- Risk number;
- Risk description;
- Phase / period impacted.

RISK & OPPORTUNITIES ASSESSMENT

The risks and opportunities shall be assessed in order to be prioritised. They are prioritised based on the criticality, which is based on the Probability (on a scale from 1 to 4) and the Impact level (on a scale from 1 to 4).





RISK & OPPORTUNITIES MITIGATION

Mitigation actions or decisions/actions shall be defined to manage the risk or the opportunities and ensure the minimization of the risks criticality or increase the opportunities criticality.

Main categories of actions are:

- Avoid: Eliminate the cause and then the probability of the risk / exploit if there is an opportunity;
- **Mitigate**: Reduce the probability of the risk impact with appropriate measures or enhance the probability if there is an opportunity;
- Accept: and Budget (accept the risk and budget for contingencies);
- **Transfer**: seek outside responsibility for risk management (ex. outsource) or share if opportunity.

Risk provision may be defined to cover the risks.

In addition, it is usually proposed to identify a 'Risk or Opportunity Owner', who will be in charge of (i) implementing the defined actions and (ii) monitoring the progress.

RISK & OPPORTUNITIES MONITORING

Risk and Opportunities management is a **continuous process**.

In particular, the status of the risk or opportunity shall be regularly updated. As a consequence, during the update, it is required to manually update the 'criticality at previous update' before updating the probability and impact, in order to provide the Trend.

4.7. Open Comments Sheet

The Open comments sheet aims at giving space to SPV, Domestic Expert and Mentors to provide **written explanation of the progress**.

In particular, it is expected to get information on the gaps identified between the plan and the effective progress.

In case the SPV, Domestic Expert or Mentor would like to add specific information, a dedicated space is also provided.

The SPV and the TA team shall fill this sheet and add comments at every update of the tool, ie after each of the mentors' field visits.



	Project Name	O AFD	N BEA	
	Project Progress Report - General Information Sheet	O AFD	National Institute of Urban Affairs	
Project Ref.: 0		Lost upotate: 3	80/09/2019	
Whiten Comments on the Progress				
The S	PV / Mentors and Domestic Expert shall provide here writtent explaination about the status of the project, and in particular any divergence from the	Plan		
Open Comments from the SPV				
Open Comments from the Mentors	One to Common the Mention			
Open Comments from the Domesti	er Europaulte			
Observementalia ilong ilse ponsesii	- LAMPANIA			